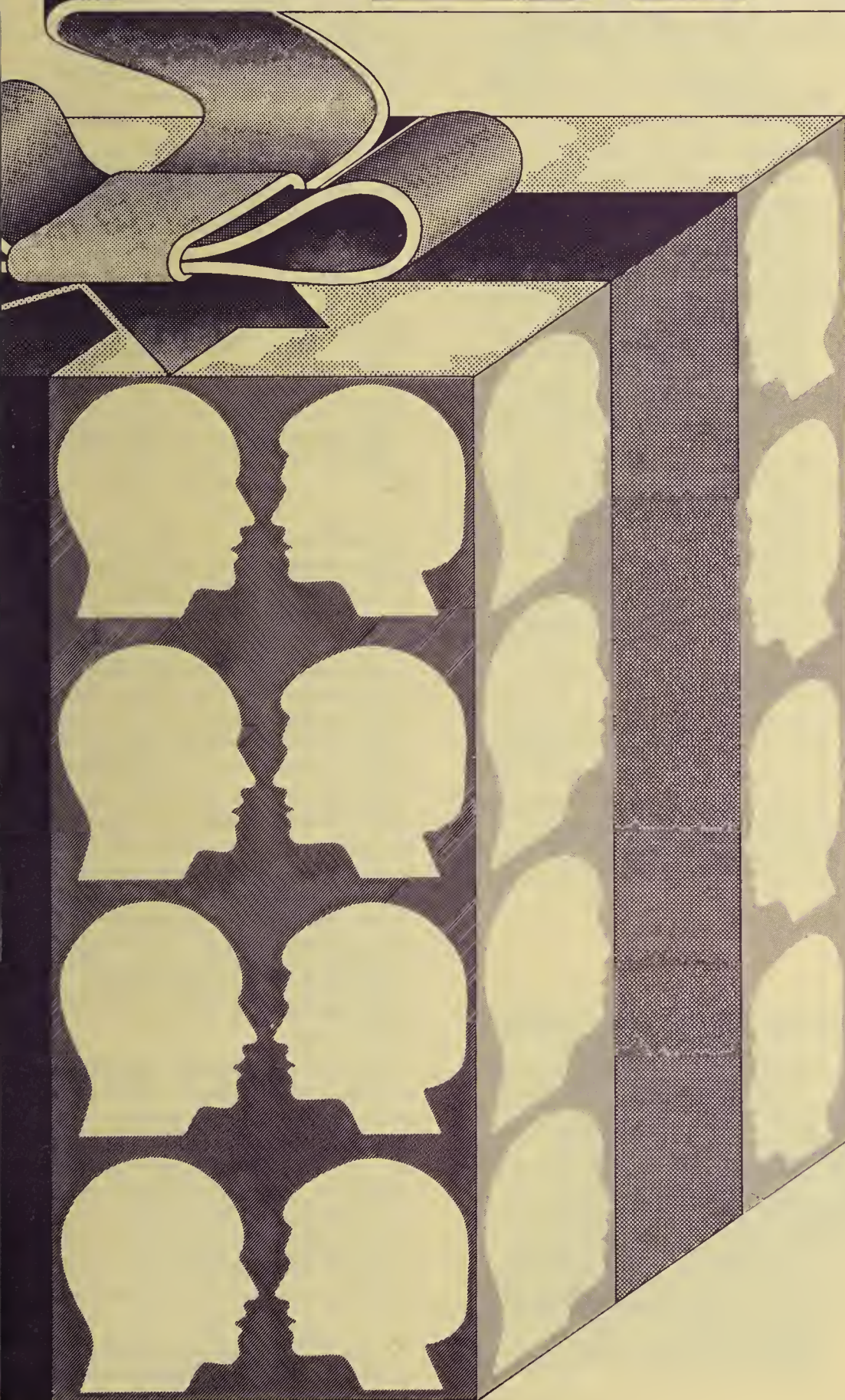


Rapping Paper

Winter 1988



New MDC Catalogue

by Philip Cottrell

The new Materials Distribution Centre (M.D.C.) Catalogue will be available in February and features a new general index to help you find your way around. As before, the catalogue is divided into nine subsections:

- Chemicals
- Cleaning and Household Products
- Gases and Accessories
- Filter Paper
- Laboratory Apparatus
- Photographic Supplies
- Stationery
- Surgical Supplies
- Tubing, Stoppers, and Accessories

Within each subsection, items are listed alphabetically.

All existing account holders will automatically receive a copy of the new catalogue as soon as it is available. Other interested parties should contact me, Philip Cottrell at 978-3555, to receive a copy. I am also available to provide you with up-to-date pricing information on any in-stock item at M.D.C.

Specialized Mailing Service at the University of Toronto is not only a Service but a Resource.

by Sari Seifer

Canada Post's regulations can be difficult to interpret as they do change and it's hard to keep updated.

Here are just a few tidbits of "info" that could help you with the future planning of your day-to-day bulk mailings.

1st Class Mail (all rates in Canada)

- Regular postage rates of 37¢ per envelope within standard size of maximum 25.5cm x 15cm x 5mm thickness and minimum of 14cm x 9cm x .18mm thickness. This applies for up to 30 grams.
- Any oversize envelopes will be charged at a rate of 47¢/envelope for up to 30 grams.
- Any item exceeding any of these dimensions: 38cm x 27cm x 2cm thickness becomes a parcel. Parcel rates apply.
- Any item without a postal code does not fit into regular standard rates.
- All items must be in an envelope. Staples are not acceptable for closing material.

2nd Class Mail

- Strictly for magazines, journals and periodicals containing news content.
- It's government subsidized therefore sender applies to Ottawa for permit number.
- Rates are determined by content.

3rd Class Mail

- Printed matter only.
- Maximum size is 38cm x 27cm x 2cm thickness and minimum size is 10cm x 7cm x 0.18mm thickness. For up to 50 grams, rate is 17.5¢/item. As of March 1, 1988, the cost per item will be 20¢ for up to 50 grams.
- Anything over 50 grams is 7.2¢/item plus \$2.06/Kilo. As of March 1, 1988, the cost per item will be 8.2¢/piece plus \$2.36/Kilo.
- Minimum quantity sent is 5000 pieces in a province or 10,000 pieces in Canada.
- Postal codes must be in order of NDG (National Distribution Guide). This guide is available from Canada Post.
- All items must be identical.

We can do bulk mailings for you efficiently and effectively whether it is 1st, 2nd or 3rd class. We do so with the help of knowledgeable staff and automated equipment.

We know Canada Post's requirements and if we're not sure about something, we know how to get the answer for you.

Call us when you've got a job on the go - Chris Barton can be reached for scheduling at 978-5867. Sari Seifer is available for quotes at 978-8156.

Gestetner Users

by John Slattery

The Materials Distribution Centre wish to announce that they have a quantity of Gestetner supplies for sale (ink, paper, stencils, cleaning pads) as a result of replacement of equipment of this type in M.S.B. Contact John Slattery for quantities and pricing - 978-8783.

\$ \$ \$ \$ \$

"Returns - Is it Worth it?"

by Robin Hussain

Returned goods or "returns" have become a major problem for the Materials Distribution Centre, taking up much valuable time and money in creating and processing paperwork. Since I was transferred to Receiving at M.S.B. on September 19, 1987, I have processed 139 returns of which 112 were items incorrectly ordered by the client.

Charges incurred by you when making returns include a re-stocking charge by the supplier of between 10% and 25% if an item was ordered in error, plus a shipping charge which varies depending on the weight of the item being returned (i.e. Purolator charge \$10.13 for an item weighing up to 5 lbs shipped ground rate in Ontario). Both the re-stocking charge and shipping charge are billed to your account.

So the next time you are in doubt about ordering an item, please consult with any one of our three Purchasing Officers in the Buying Office. They will be more than pleased to assist you in securing the most cost effective and timely source for your product requirements. Our Catalogue Library is also accessible to everyone.

Keep in mind - "Returns - Is it worth it?"

If you have any questions regarding this problem, please do not hesitate to call me - Robin Hussain at 978-7593.



Copy Cat Duplicating and Specialized Mail Acquire a Delivery Truck

by Chris Barton

It was just before Christmas, and all of us at Central Services were in the spirit of the season. I was working away at my desk when I thought, gee, wouldn't it be nice if the phone rang, I want to wish someone a "Merry Christmas".

Ringggg

Wow, this is great. Without hesitation, I lifted the receiver and piped up "Merry Christmas"!! Silence. And finally "May I speak to Chris please?" "Hi boss, this is Chris, Merry Christmas".

"Merry Christmas Chris, I've just bought your gift". "That's great", I enthused, "What is it?" My boss could barely contain herself. "A truck", she beamed.

It was now my turn for shocked silence. Then I realized it must be a dinky toy for my four year old daughter. "Why thank you, that's super, but how did you know my daughter liked dinky toys so much?"

"It's not a dinky toy, it's a real truck". The voice on the other end sounded deflated.

Oh no, how could I possibly tell my boss that I flatly refuse to let my four year old drive a truck on the streets of Toronto. Barrie maybe, but definitely not Toronto. "Gee boss, my daughter doesn't have a licence yet".

"Ring in the New"

by Bob Thompson

Robin Hussain has recently been promoted from the Materials Distribution Centre, Best Institute to MDC - MSB and has assumed the role of head of the Shipping & Receiving Area.

Robin promises to do all he can to maintain the high degree of efficiency established by this group. Robin may be reached at 978-7593.



My boss, now thoroughly disgusted with my inability to comprehend, stated forthrightly in a low monotone voice "Chris, this truck is for the Duplicating Centre and Specialized Mail Services. We will use it during the day for pick-ups and deliveries. It will enhance the turnaround time in no small way. We will no longer be at the mercy of couriers. Do you understand now Chris?"

"Perfectly clear". I wasn't about to tell my boss at this point that there was no way my daughter was going to perform pick-ups and deliveries for Duplicating and Specialized Mail. That could wait until the New Year. So putting my best foot forward I simply bade my boss adieu.

"Good bye Chris" and, er.... "Merry Christmas".

"Merry Christmas, boss".

Chris Barton may be reached at 978-4270 to answer your questions about Copy Cat Duplicating and Specialized Mailing Services.



Robin Hussain

Now Available Through M.D.C. Stores

by Philip Cottrell

MDC #	Package	Description
31710	20	35 x 10 Dish
31714	20	60 x 15 Dish
31715	20	100 x 20 Dish
31741	20	25 cm ² Flask Canted Neck Plug Seal
31744	5	75 cm ² Flask Canted Neck Plug Seal
31742	5	75 cm ² Flask Straight Neck Phenolic Cap
31748	5	150 cm ² Flask Canted Neck Plug Seal
31825	50	24 Well Plate Flat Bottom TC Treated Sterile w/Lid
31826	50	96 Well Plate Flat Bottom TC Treated Sterile w/Lid
31906	50	15 ml. C/T Sterile w/Cap Polystyrene w/Rack
31906	50	15 ml C/T Sterile w/Cap Bulk
31905	25	50 ml C/T Sterile w/Cap Polypropylene w/Rack
31905	25	50 ml C/T Sterile w/Cap Bulk

Phil may be reached at 978-3555.

A New Addition to our Family

by Sari Seifer

We've always been in the business of booklet making in a manual way, but we now can produce up to 900 booklets per hour with our recently purchased Takofold 1000E.

A completed book is produced within 3 seconds of the collated sheets being dropped into the machine.

The folding and saddle stitching is now done in one process minimizing time yet producing a neat, professional looking booklet for you.

Ask Chris Barton at 978-4270 or Sari Seifer at 978-8156 for further information.

New Year - New Face

by Penny Hay-Roe

The rumour has been spreading, the gossip continues: "Psst. Did you hear who had a facelift?" "No. Who?" "You don't say!" "Psst."

Well it's all true. The Faculty of Medicine Statement underwent surgery this fall. With expert precision and attention to even the most minute detail, "Dr." Earl Youngstrom programmed his way through the lengthy operation. His fearless assistants, Timothy Chiu (the Accounting Manager) and Penny Hay-Roe (the System Coordinator) bombarded the poor doctor with questions, suggestions and changes. A tuck taken here and there has emphasized the New Statement's better features:

- An on-line system means that accounts are as up-to-date as possible.
- The account holder with University of Toronto funds has the choice of direct billing to the appropriation or to the encumbrance.
- Transaction details are concise and easy to read.
- Your account balance is available at your request.
- The 8½ x 11" paper makes the statement easier to handle.

Its wrinkles smoothed out, its best features highlighted, may I present the rejuvenated Faculty of Medicine Statement...



Penny Hay-Roe has been functioning as System Coordinator for our computerization program. She will be returning to her position as Manager of Temporary Personnel Services this Spring. Penny may be reached in Internal Accounting at 978-2399.

Your Faculty of Medicine Statement offers you concise information in an easy to read format

MESSAGE CENTRE
Check this box for special messages and promotions.

ENCUMBRANCE ACTIVITY
(encumbered accounts only) You can closely monitor the activity of your Encumbrance.

MDC STOCK CHARGES
Compare with your MDC requisition receipts.

MDC NON-STOCK CHARGES
Service charges, PST, and all other charges associated with a requisition are grouped together under that requisition number.

OFFICE SERVICES/DIVISIONAL CHARGES
A concise record of transactions - compare with your job requisitions or time sheets.

Tuesday, December 1st, 1987

University of Toronto
Faculty of Medicine
Central Services Division

Statement of Charges for 01-NOV-87 Through 01-DEC-87

Account Holder: Dr. S.C. Chowder (123-4567 W123457 1-123-456-78)

East or West - MDC is BEST!

Summary of Encumbrance Activity Since Last Statement

Date	Reason	Amount	Balance
31-OCT-87	Last Statement		2,772.29
12-NOV-87	Encumbrance Change Notice	500.00	2,772.29

Opening Encumbrance Balance For This Accounting Period: 2,772.29

Materials Distribution Centre - Demurrage Charges and Stock Purchases

Req #	Date	Item #	Description	Qty	Amount
F00024	01-DEC-87	70409	Chalk Sanigene Assorted	1	0.66
F00024	01-DEC-87	71908	Marker China Blaisdel Eagle Gr	1	0.71
F00024			Provincial Sales Tax		0.03

Materials Distribution Centre - Non-Stock Purchases

Req #	Description	Quantity	Quoted	Actual	Current
F00023	11-NOV-87 (SHELBOURNE ELEC 8643)	24xea	30.00	30.00	0.00
	Electric eels				2.10
	Provincial Sales Tax				2.10
	** Requisition Total				2.10
F00025	06-NOV-87 (FISHER) S8477 SUPPORT TANK	1	258.99	258.99	18.13
	Service Charge				277.12
	** Requisition Total				277.12
F00026	19-NOV-87 (SHELBOURNE ELEC 12573)	25xLBS	82.25	82.25	82.25
	FIBRE OJET	50xLBS	264.50	264.50	264.50
	PROTEIN OJET				25.18
	Service Charge				371.03
	** Requisition Total				371.03

Office Services Charges

Service	Ref #	Date	Description	Amount
Temp Personnel	49215	05-NOV-87	Connie Shoar	210.50
Copy Cat Dupl	12451	15-NOV-87	National Fish Day flyer	75.00

Total Current Charges: 937.20
Closing Encumbrance Balance: 1,835.09

To: Mr. Charlie Tuna
Department of Oceanography
Fish Science Bldg.
University of Toronto
CAMPUS

STATEMENT PERIOD
Only those accounts with activity during the statement period will receive a statement.

ACCOUNT INFORMATION
• your Faculty of Medicine Account Number
• your Encumbrance Number (encumbered accounts only)
• your Appropriation Number
• the Debit Memo/Invoice Number (non-encumbered accounts only)

TAXABLE ITEM

PROVINCIAL SALES TAX
for the above taxable item(s)

FINAL ADJUSTMENT
to previous charge

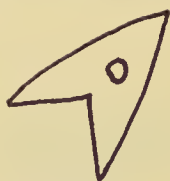
QUOTED PRICE

ACTUAL INVOICE PRICE

FINANCIAL SUMMARY
of the account

Further Questions?
Contact the Internal Accounting Department.

Star Truck



by Dominic Roopnarinesingh

Research! The Final Frontier.

These are the adventures of MDC Buying, whose never ending mission is to find new suppliers, best products, lowest prices. To boldly buy what no buyer has bought before.

Shirks log, Reg.0007, Monday 8:45 a.m. and Dr. Kray Zee has filed a rush order with Admiral Paul stating that the items required are vital to his work and must be delivered to M.S.B. (Mad Science Block) by 12:00 p.m. Admiral Paul wasted little time in contacting Commander Mr. T, who in turn brought the matter to the attention of Captain Shirk.

Shirk knew that in order to maintain diplomatic ties with the good doctor and avoid the "Wrath of Dan" it would take a valiant effort from all crew members. Shirk's problem was quite simple. Find a supplier who could supply with the best price and meet the delivery deadline. Canine After Shave was not easily available. After consultation with fellow officers i.e. Mr. Chock, second in command, and Dr. McDom, it was decided that the source to use was Kan Lap.

A dispatch was immediately sent to Kan Lap inquiring price and delivery. It was 10:30 a.m. before Captain Shirk got the response from the dispatch. Kan Lap could supply and meet the delivery but it would cost big bucks. Dr. Kray Zee had to be notified. It was then that Shirk realized that the good doctor did not indicate his communication code on the order. Luckily Ambassador Fill Lip was on board and had access to Kray Zee's code.

In the meantime, Mr. Chock was sent to inform Mr. Robby, Chief Receiver, about the situation. Robby had to deliver the goods as soon as they came in. Fortunately Receiving is just around the corner and we did not have to "Search for Mr. Chock."

Using the code provided by Ambassador Fill, Dr. Kray Zee was contacted and he authorized the purchase.

Everything was set, everyone waiting for high noon. The minutes ticked away slowly as the 12:00 p.m. deadline approached. A cold sweat was visible on the brow of Captain Shirk as Commander T approached the bridge. Shirk knew the consequences. Mr. T with no emotion informed Shirk that Dr. Zee cancelled the order. Stay tuned.

To all our valued customers. Accurate information on all orders is essential. Minor omissions such as telephone number and catalogue number lead to enormous delays.

Buying Office Staff are:

MSB: Sheik Alli 978-7401;

Carl Bent 978-5335;

Dominic Roopnarinesingh 978-8941;

Best Institute: Janet Blakely 978-2598.

Central Services Helps "Santa"

by Bobbie Doucet

December '87 was a very busy time in Central Services. Between the normal working routine and holiday revelling, the staff found time to help "Santa".

Not only did the staff of Central Services show their giving spirit by donating food to the worthy cause of the "Daily Bread Food Bank" but Danny Paul gladly arranged for the food collected to be dropped off in the Receiving Area of both M.D.C. locations in the Medical Sciences Building and Best Institute.

Office Services got in on the act by donating the printing of 2,000 flyers and 500 posters to advertise the Christmas food drive which was posted throughout MSB and Best.

Last but not least, the staff felt that instead of the usual exchanging of gifts, buying a toy for a needy child would be more in the spirit of what Christmas is all about. The toys were donated to the Hospital for Sick Children.

And finally a big "thank you" to the staff for their team spirit and for making December '87 a great way to end the year.



Duplicating Reorganizes to Handle Increased Volume of Business

by Chris Barton

Over the past couple of years, Copy Cat Duplicating has experienced significant growth, both in printing volumes and in number of services provided. In the process, we outgrew both our space and our organizational systems.

In an effort to gain more working space, the Cerloxing, Bookletmaking and Padding equipment have been moved to the 3rd floor of the Medical Sciences Building. To address the organizational aspects, the scheduling of job requests has become more structured. All job requests are now reviewed and each operation of the overall job is scheduled so that we can immediately let you know if there are any potential problems in meeting your deadline.

Services which we can now perform for you include:

- high speed duplicating
- special collating & assembly work
- cerlox binding
- booklet making
- coloured toner copies and posters - red, blue, black or brown toner
- trimming to create postcards, business cards, etc.
- padding - ie personalized note pads
- NCR forms

If you are interested in finding out more about these services or if you have suggestions for any new services, give me a call at 978-4270.

P.S. Sincere thanks to all our customers who send in customer response cards. Your input is important and helpful to us in identifying our problems and it has been most gratifying to get your rave reviews on our new reorganization!

You've Asked for it -We Want to Give it to You! "Great Quality & Quick Turnaround Time"

by Sari Seifer

Copy Cat Duplicating is more than anxious to meet your criteria but we ask for a little help from you, our valued customers.

We supply you, free of charge, with duplicating request forms.

It's important to us that you complete one and attach it to each and every job.

We can better service you because...

- we can better understand your requirements
- we have a contact and phone number should we have a question
- our jobs can be numbered and easily found for tracing purposes
- you, Accounting and Duplicating all have the same information for billing purposes
- we know your deadline date

But most importantly, filling out a form saves you time as you don't have to involve yourself in creating an instruction sheet.

Thanks for your cooperation.



New Account Holders

by Lucia Vialva

Welcome and a successful New Year to:

Dr. R.D. Inman - TWH

Dr. Michelle Letarte - Immunology
-HSC

Dr. B.M. Lubek - Ophthalmology

Dr. L. Mickleborough - OHF Surgery
Treatment - TGH

Dr. Peter Ray - Genetics - HSC

Prof. Maurice Ringuette - Zoology



Last Call

Last Call is a column appearing periodically in Rapping Paper. Readers with work related problems such as: finding supply sources; locating servicing for equipment; or searching out a specialized service or piece of equipment, are invited to contact Central Services at 978-4427.

We'll research the question and contact you with the answer then print your question and our answer in the next issue of Rapping Paper.

Felicia Refe, the Business Officer at the Department of Psychology contacted Last Call regarding old departmental files. She wanted to know if there were any guidelines regarding the disposal of these files, who authorized their destruction or storage, and how she disposed or stored old files.

Last Call was able to make the necessary inquiries and responded to Felicia within 15 minutes. We found that Heather McNeil has recently been appointed Records Officer at the U of T Archives. Her job is to determine in conjunction with people like Felicia, whether records have long term archival value. Heather will publish guidelines for U of T records in future. Meanwhile she is pleased to consult with or visit any departments with similar questions. Heather may be reached at 978-7658.

New Staff

Gail Bryant

Gail became Acting Supervisor of Temporary Personnel Services (TPS) in November, 1987. With her assistant, Laurie Pearson, Gail attempts to make "the perfect connection" between clients and temporary personnel. Gail previously worked as a TPS "Temp" herself, frequently helping out in the TPS Office.

Before moving to Toronto in September of '86, Gail, her husband (Dennis) and son (Corey) lived in the interior of British Columbia. There they had a five year taste of rural life and the fulfilling experience of building their own house among the trees, birds and black bears.

Gail has come to personnel work after fifteen years of experience in the field of special education. Her main focus was in the area of children's language and communication disorders. Her experience in consulting with parents and other teachers provides her with some valuable communication skills for her TPS duties.



New Staff

Nick Panakos



Nick is a recent graduate of the George Brown College Appliance Service Program. He learned about the Materials Distribution Centre (M.D.C.) while working part-time as a U of T Parking Attendant and decided he'd like to start his working career here. He was therefore very pleased to start work with MDC in October driving the MDC van and delivering all those essential MDC supplies to customers on campus and at the teaching hospitals.

In his spare time, Nick's hobbies include "driving" remote controlled vehicles but these days most of his spare time is spent planning for his September wedding.

Carl E. Bent

I started at the Materials Distribution Centre (MDC) on November 2nd, 1987. I was originally employed at the University of Toronto at the C.H. Best Institute for 12 years in the stores department. After an absence of a few years, I am very happy to be back at the University where I've met many old friends and hopefully will make some new ones. I enjoy working with everyone in Central Services and hope to be here for a long time. The MDC Buying Office is a very busy and exciting place to work. I plan to start a Purchasing Course at Ryerson in February to better prepare myself to serve you. If I can be of any assistance please call me at 978-5335.

Glenn Burns



- Born in St. Catharines, raised in Toronto
- Straight forward, down to earth with a wacky sense of humour
- Previously worked as Receiver with a stationery company with 15,000 different items in stock - what a memory!
- Recently moved downtown, is enjoying co-op living and walking everywhere within close range - Chinatown, Kensington, Queen Street and the lakefront.
- Enjoys foreign movies, great wines - has many talents ranging from carpentry to cooking.
- Proudest moments include quitting smoking; renovating his Mom's basement single handedly; running his own business; sailing the west coast; and joining the staff at U of T!
- Likes the variety of work at Best and the team feeling - an atmosphere that brings out his best!



Carl E. Bent

Adam Swiderski



Adam learned his diligent work ethic in the family aluminum siding business where he started as a material handler, later moving to customer relations and finally public relations. Broadening his horizons, he moved to ITT, then on to a position as Warehouse Manager in charge of traffic & distribution for one of Toronto's leading fashion distribution outlets. Most recently he has joined MDC Receiving & Shipping and has set his sights on gaining future experience in Materials Management, Purchasing and Buying.

Adam is an energetic outgoing guy who enjoys meeting new people, top scoring for his bowling league, and yes, finally, grabbing some quiet time at home listening to relaxing music.

What Is Central Services?

A group of services available to the University, teaching hospitals and non-profit community. Services include:

- Copy Cat Duplicating Centre
- The Materials Distribution Centre
- Mail Sorting and Metering
- Specialized Mailing
- Photocopy Consulting
- Photocopy Services
- Temporary Personnel

Call Marilyn Hodgkinson at 978-4427 for information about any of these services or if you require any additional service.